

HEALTH CARE PROCESS EVALUATION

Survey produced by the Parent Focus Group of the Phoenix Pediatrics' *Partners in the Medical Home Project 2000*.

The purpose of this survey is for families to evaluate the quality of health care provided in their doctor's office, clinic, hospital, or related health care setting. The evaluation is based on criteria established by families of children with special health care needs and health care provider organizations. The criteria measure performance and the process of care. It also provides an objective basis for improving the quality of health care.

Please provide the following information so we may better understand the needs of your family:

Patient's primary diagnosis _____

Patient's secondary diagnosis _____

Date of birth _____

Number of visits to the primary care physician's office (average per year) _____

Primary care physician _____

Physician, facility, hospital, or clinic being evaluated _____

Physician's specialty (if not primary care) _____

Primary insurance _____

Secondary insurance _____

Other insurance _____

Date completed _____

Primary language spoken in the home _____

Patient's ethnicity (please check all that apply):

- | | | |
|---|---|---|
| <input type="checkbox"/> African American | <input type="checkbox"/> American Indian | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Pacific Islander | <input type="checkbox"/> White Non-Hispanic |
| <input type="checkbox"/> Other (please specify) _____ | | |

Please use the following scale to rate the **ADEQUACY** of each item:

- | | |
|-------------------------------------|---------------------------------|
| 1 = Not Present | 3 = Present and adequate |
| 2 = Present but NOT adequate | 4 = Outstanding |

Please use the following scale to rate the **IMPORTANCE** of each item:

- | | | |
|---------------------------|---|----------------------|
| 1 = Not Applicable | 2 = Nice idea, but not essential | 3 = Essential |
|---------------------------|---|----------------------|

1. ACCESS TO CARE

The patient and family receive impartial access to information, treatment, and accommodations that are available or medically indicated, regardless of race, creed, gender, age, national origin, diagnosis, prognosis, or sources of payment for care.

INDICATORS:

INDICATORS:	Adequacy				Importance		
	1	2	3	4	1	2	3
Staff provide information on:							
• Cost of treatment.	1	2	3	4	1	2	3
• Explanations of fees, charges, and procedures.	1	2	3	4	1	2	3
• Policies, procedures, and routines.	1	2	3	4	1	2	3
• Financial assistance, if requested.	1	2	3	4	1	2	3
• Assistance making referral/appointment with a specialist or primary care physician, if requested.	1	2	3	4	1	2	3
• Obtaining copies of medical records in a timely fashion and at a nominal fee, if requested	1	2	3	4	1	2	3

Comments _____

2. IDENTITY

Patients have the right to know the identity of physicians, nurses, and others involved in their care; as well as when those involved are students, residents, or other trainees.

INDICATORS:

INDICATORS:	Adequacy				Importance		
	1	2	3	4	1	2	3
Staff introduce themselves and explain their role in the patient's care.							
Patient and family can request not to be cared for or observed by students or any other staff member. Staff does not let this affect the care given to the patient by staff members.	1	2	3	4	1	2	3

Comments _____

3. RESPECT, DIGNITY, and EMOTIONAL SUPPORT

The patient and family have the right to receive considerate, respectful care with recognition of personal dignity and impartial access to emotional and spiritual support; at all times and under all circumstances, regardless of race, creed, gender, national origin, diagnosis, prognosis, or sources of payment for care.

INDICATORS:

INDICATORS:	Adequacy				Importance		
	1	2	3	4	1	2	3
Staff create an atmosphere where the patient and family feel welcome.							
Staff objectively and respectfully speak and write about the patient and family.	1	2	3	4	1	2	3
Staff respect and support the patient's and family's right to:							
• Seek emotional support from whomever they choose.	1	2	3	4	1	2	3
• Have family or friends accompany them during a visit.	1	2	3	4	1	2	3
• Express their feelings and emotions (positive and negative).	1	2	3	4	1	2	3
• Be provided with opportunities to talk with other professionals if they desire to do so.	1	2	3	4	1	2	3
• The necessary time to listen to the patient and family.	1	2	3	4	1	2	3
Staff permits family to be with the patient during medical treatments and procedures.	1	2	3	4	1	2	3
When not possible for family to accompany the patient, staff explains why, and familiar staff accompany patient.	1	2	3	4	1	2	3

Comments _____

4. COMMUNICATION

The patient and family have a right to obtain from health care providers complete and current information about the diagnosis, treatment, and expectations about outcome. The patient and family have a right to be treated as vital members of the medical team. When the patient or family does not speak or understand English or are hearing impaired, an interpreter or other means of communication is provided.

INDICATORS:

Adequacy

Importance

Staff recognize the importance of sharing information with patient and family to:								
• Help make decisions about care.	1	2	3	4	1	2	3	
• Explain all the options, risks, and choices available.	1	2	3	4	1	2	3	
• Receive a second opinion from another doctor, if requested.	1	2	3	4	1	2	3	
• Review medical records with a health care professional.	1	2	3	4	1	2	3	
• Share information regarding symptoms, treatments, medicines, and other illnesses.	1	2	3	4	1	2	3	
Staff acknowledge the patient and family as vital members of the medical team by:								
• Working with the patient and family to develop all areas of the plan of care.	1	2	3	4	1	2	3	
• Allowing them to specify how they want to participate in the patient's care.	1	2	3	4	1	2	3	
• Showing consideration and appreciation for their participation in the patient's care.	1	2	3	4	1	2	3	

Comments _____

5. CONSENT

The patient and family have the right to participate in decisions involving the patient's health care. The patient also has the right to refuse treatment to the extent permitted by law.

INDICATORS:

Adequacy

Importance

Staff provide the patient and family with information about any policy that might affect their health care choices.	1	2	3	4	1	2	3	
Staff permit the patient and family to:								
• Change their minds at any time with regards to participation in patient care.	1	2	3	4	1	2	3	
• Refuse experimental or educational treatment, and still provide the patient with appropriate care.	1	2	3	4	1	2	3	
• Refuse treatments as permitted by law.	1	2	3	4	1	2	3	
• Change their minds about care and treatment even if permission has already been given, and still provide the patient with appropriate care.	1	2	3	4	1	2	3	

Comments _____

6. PRIVACY & CONFIDENTIALITY

The patient and family have a right to expect every consideration of adequate personal and informational privacy, within the law.

INDICATORS:

Adequacy

Importance

Staff respect the patient's and family's need for physical and emotional privacy.	1	2	3	4	1	2	3	
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All case discussion, consultations, examinations, and treatments are conducted so as to protect the patient's and family's personal and informational privacy.	1 2 3 4	1 2 3
Staff keep all personal and informational records pertaining to the patient's care confidential in accordance with state law, except in cases with suspected abuse or health hazards when reporting is permitted or required by law.	1 2 3 4	1 2 3
Staff, when releasing information, advise and emphasize the confidentiality of the information to all parties entitled to review information and records.	1 2 3 4	1 2 3
Staff respect confidences shared by patient and family. If staff need to share confidential information, they try to advise the patient or family first.	1 2 3 4	1 2 3

Comments _____

7. GROWTH and DEVELOPMENT

The patient has the right to developmentally appropriate care with respect to the manner in which personnel speak and interact with him or her, choices of activities, and inclusion in decisions made about care.

INDICATORS:

	Adequacy	Importance
Staff are knowledgeable about the patient's condition and care.	1 2 3 4	1 2 3
Staff acknowledge the patient and speak with him or her in an appropriate manner using terms and phrases he or she can understand.	1 2 3 4	1 2 3
Staff recognize the patient as a vital member of the medical team and involve him or her in decisions when appropriate.	1 2 3 4	1 2 3

Comments _____

8. TRANSFER, DISCHARGE and CONTINUITY OF CARE

The patient may not be transferred to another health care provider/facility unless, and until the patient and family have received a complete explanation of the need for the transfer, the choices to the transfer, and the transfer is acceptable to the other facility.

INDICATORS:

	Adequacy	Importance
Staff provide the patient and family with information about helpful resources in the community.	1 2 3 4	1 2 3
Staff acknowledge the patient and family have a right to:		
• Engage their Primary Care Physician (PCP) in all areas of the patient's care.	1 2 3 4	1 2 3
• Change health care providers at any time.	1 2 3 4	1 2 3
• Receive education on home care that is complete including follow up care and use of equipment.	1 2 3 4	1 2 3
• Be included in any decision regarding transfer or referral to another health care provider.	1 2 3 4	1 2 3

Staff make reasonable provisions for the patient and family to: <ul style="list-style-type: none"> • Receive reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options. • Ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care. • Receive reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available payment methods. • Receive appropriate continuity of care in regards to supplies and services. 	1	2	3	4	1	2	3
	1	2	3	4	1	2	3
	1	2	3	4	1	2	3
	1	2	3	4	1	2	3

Comments _____

9. PERSONAL SAFETY

The patient and family have the right to expect reasonable safety in the health care facility.

INDICATORS:	Adequacy				Importance		
Staff maintain a safe environment for all patients and visitors.	1	2	3	4	1	2	3
Staff take care to provide appropriate safety and care when family can not be with the patient.	1	2	3	4	1	2	3

Comments _____

10. RESOLUTION OF ETHICAL ISSUES

The patient and family have a right to access the Ethics Committee as a means of dealing with ethical issues regarding patient care.

INDICATORS:	Adequacy				Importance		
Staff locate a medical ethicist when one is not available.	1	2	3	4	1	2	3

Comments _____

11. COMPLAINT and GRIEVANCE PROCEDURE

The patient and family have the right to voice any dissatisfaction they have with the treatment or care the patient receives. The facility does not discharge patients or discriminate in any way against any patient or family by whom, or on whose behalf, a complaint has been submitted. It is the responsibility of the facility to resolve complaints quickly, fairly, and efficiently.

INDICATORS:	Adequacy				Importance		
Staff recognize the patient and family have a right to complain and grieve. Staff respect this right by reaching a reasonable resolution without change to services in a timely manner.	1	2	3	4	1	2	3
Staff continue to respect and give quality care to anyone involved in the complaint/grievance process.	1	2	3	4	1	2	3

Comments _____